

**Appendix to  
Verizon Massachusetts' Comments  
dated October 20, 2003**

**DTE**

**Question 1:** The Company's policies and practices to reduce and prevent the accumulation of double poles subject to its control:

**Answer:** The standard practice for installation of new poles includes processes for the removal of the existing pole. These processes are included in the Inter-Company Pole agreements and the license agreements with attachées. When Verizon MA sets a new pole, the first attachée from the top of the pole is notified of the need to transfer its facilities. When that attachée has transferred its facilities, the next attachée from the top of the pole is notified to transfer by the pole owner. This process continues until all transfers are completed. When Verizon MA is notified by the last attachée that it has removed its facilities, the pole removal is scheduled.

The Pole Lifecycle Management ("PLM") system has streamlined and standardized the notification process. All attachées are electronically notified of the need to transfer, and all parties can monitor the progress of the transfer work. Current policies and practices are focused on fully utilizing the PLM system to manage the pole removal process.

**DTE**

**Question 2:** The status and functioning of the Pole Lifecycle Management system ("PLM"), including the effectiveness of this system in meeting the goal of a reduction in the number of double poles; and

**Answer:** PLM is an Internet based database that tracks the entire lifecycle of a pole. A new pole is entered into the system when it is installed. Information about each existing pole and each attachée is entered after field verification has been completed. When a double pole is created, the first attachée receives an e-mail notification informing the attachée that it has 15 days to transfer its facilities to the new pole. When the transfer is complete, it is entered into the system and the next attachée is notified. This process continues until all attachées have transferred their facilities, and the pole is removed.

The PLM system has been very effective in helping Verizon manage this complex work operation. As with any system of this size with this many users, there have been some minor issues regarding the accuracy of some data points. As a whole, the PLM database allows Verizon MA, with the cooperation of the other attachées in the user group, to more efficiently manage the reduction of double poles by identifying problem areas and highlighting progress.

**DTE**

**Question 3:** Information on the following:

- (a) the number of double poles that existed in each municipality prior to the implementation of the PLM in February 2003;
- (b) the number of pre PLM double poles that are still in place in each municipality;
- (c) the number of double poles in each municipality created post-implementation of the PLM;
- (d) the number of double poles in each municipality that are still in place today that were created post-implementation of the PLM: and
- (e) the aggregate number of double poles owned or set by the company that were in existence prior to the implementation of the PLM in February 2003, and the number of those pre-PLM double poles that are still in place today.

**Answer:**

- (a) See Attachment, which is derived from the PLM “Double Pole Progress Report” for Massachusetts. Verizon MA files this attachment on behalf of those utilities that recently implemented the PLM system. It includes the following information, by Massachusetts municipality, for the period beginning February 1, 2003 to October 14, 2003: (1) a combined list of all jointly and solely owned double poles; and (2) separate lists of solely owned double poles for Verizon MA, NSTAR, Massachusetts Electric Company, Western Massachusetts Electric Company, and Fitchburg Gas and Electric Company. It should be noted that the column labeled “Poles Completed” identifies the number of poles removed during that period.
- (b) The data is not readily available from the PLM system in the form requested.
- (c) See (a) above.
- (d) The data is not readily available from the PLM system in the form requested.
- (e) The data is not readily available from the PLM system in the form requested.